

Retirement and Military Deposit Escalations

August 11, 2023

Reference Number: NFC-1690987483

Dear Customer,

The National Finance Center (NFC) would like to remind our customers that Retirement and Military Deposit escalations should no longer be sent to the NFC Contact Center (NCC) Escalation mailbox. Agencies are now asked to send retirement escalations to ocfo-nfc-retm-escalations@usda.gov and military service deposit escalations to mdrsmgrs@usda.gov.

During peak processing season, Pay Periods (PP) 24 – PP 06, Agencies should check the ServiceNow (SN) updates for up to 60 days from the effective date of retirement (DOR) prior to submitting an escalation. During non-peak processing season, PP 07 – PP 23, Agencies should check the SN updates for up to 30 days from the DOR prior to submitting an escalation.

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- Federated ServiceNow users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow users: https://nfcerp.servicenowservices.com/sp_ess/